

call back data including at least a telephone number to be called,  
said system comprising:

c1  
cont. a data path interface, connected to said global computer  
network, for interfacing with said global computer network and  
receiving said request over said global computer, for identifying  
said call back data, and for storing said call back data including  
said at least one telephone number in a call record store; and

SUB  
D2 an automated dialer system, responsive to said call record  
store, for retrieving said telephone numbers in said call record  
store and automatically calling said telephone numbers, said  
automated dialer system including:

a call scheduler, for ordering and scheduling said  
telephone numbers; and

a predictive dialer, responsive to said ordered  
telephone numbers, for initiating dialing of each of said  
ordered telephone numbers as scheduled, and for connecting an  
answered call to a telephone of an available agent coupled to  
said automated dialer system; and

means for causing said call scheduler and predictive dialer to  
substantially immediately redial said telephone number to be  
dialed and for continuously redialing said telephone number to be

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Sub  
D<sub>2</sub>  
C  
Wend  
redialed if said telephone number dialer detects a busy signal.

Claim 14(amended). The system of claim 13 wherein said predictive dialer includes a call pacer that paces dialing of said telephone numbers according to a call pacing algorithm.

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